

Employee Survey

Question 7. Please identify who resolved your issues. (In response to the selection of “Other” from the list in Question 6. “Who resolved your issues?”)

1. Beth Cooper
2. Kept personal calculations to do cross checks and balances
3. UNKNOWN-POSSIBLE NASHVILLE
4. flex
5. Sometimes it was through the power user chain, sometimes it was Edison help desk, and others offered help.
6. TBI H&R Staff
7. All of above plus Great West
8. My insurance carrier gave me the phone number for F&A Benefits Admin. I believe without this info that the process would have taken considerably longer.
9. Programmers for Edison
10. I don't know. My manager was the one that had to follow up with it.
11. Team approach no one individual
12. Between myself and MedAmerica
13. don' know talked to every one
14. Great Western Retirement employee
15. Assistant
16. Jacqueline Herald, payroll here at office
17. DCS' HR/Personnel Division and F&A
18. The system eventually updated it. (Group 2)
19. My supervisor and the person that had approved the overtime initially.
20. DCS Fiscal
21. Cigna
22. Time
23. I don't know. Several people [including me] had this problem several months ago, and then one day it was fixed.
24. The system fixed itself.
25. Elaine Driver did her best to assist!
26. Human Resources Office
27. the person who received my check
28. Alissa Morriss, Danny O'neal, Philip Trauernicht

Employee Survey

29. unknown
30. My Agency HR/Payroll staff and Edison staff
31. do not know
32. HR
33. Time
34. email from inovah re the codes/myself & supervisor together through trial and error.
35. Human Resources
36. Super User Kathy Karnes
37. i don't know, because you talk to someone, and they put you off to someone else, and you can't keep up with all the different people you talk to.
38. System problem corrected.
39. system wide failure edison staff resolved
40. unknown
41. HR
42. Just forced to live with it.
43. Sheryl Messenger
44. unsure
45. DCS Human Services Payroll
46. Waited and checked till system corrected its self
47. e-mailed several department heads of the situation
48. Combined effort of Edison, Benefits & Payroll
49. H R
50. HR rep for my region
51. system resolved itself
52. Can't remember about the F&A Benefits Admin; Debbie Whitworth re: Flexible Benefits reimbursement
53. Hr staff finally got it keyed in correctly.
54. I'm not sure
55. Danny ONeal
56. HR
57. Had to live with it.
58. David Case
59. Eventually one of our SMEs

Employee Survey

60. PERSONNEL ANALYST
61. IRS investigated
62. Park Manager Bill Knapp, Edna Burgess, Computer tech David Rearing
63. Once check is deposited to correct account it resolves the issues
64. Human Resources
65. Treasury
66. unknown
67. Edison management/programming staff.
68. Edison finally updated the enrollement in the sick leave bank
69. unknown
70. Either Karen Staten, who is a superuser or somebody in Edison.
71. my insurance carrier, HR Office and myself
72. Called Lester Phillips after 3 mos.
73. Sheila Marchman and her staff at DoHR have been the greatest help to me, as well as Pat Alford in F&A payroll, Susan Dill and her staff in Edison.
74. diane ryan phillips/tsea rep.
75. Human resourceses
76. Billie Hall / Sharon Escue
77. The issues have not been resolved to employees about difference in pay.
78. HR
79. I have no idea
80. HR personnel in my office and in Central office
81. F&A Human Resources
82. Blue Cross of TN
83. patricia reynolds, melinda may
84. I was told to send back the money and I sent it back
85. by my staff
86. By checking my submissions over again, I have eliminated errors.
87. Timekeeper
88. Edison program I assume
89. FS2
90. hear say from my co-workers
91. Not sure who finally got it done.

Employee Survey

92. Office Manager
93. My Human Resources Analyst
94. Edison staff
95. Billie Hall
96. Agency HR Section
97. It was automtically handled by Edison I believe.
98. System apparently 'caught up' with itself and self-corrected
99. dept of revenue personnel
100. Human Resources at the Office of the Public Defender coordinated with Edison help desk
101. I had to personally call several people over several days to finally get someone to look it up.
102. I have no idea who finally got it resolved.
103. Lori Miller HR
104. Time
105. Hospital personnel in billing
106. CIGNA
107. don't know--don't think anyone knows
108. IPPO AT THE INSTITUTION. HE KNEW WHAT TO DO.
109. parole/probation agency human resources
110. Stephanie Richardson
111. Department's Personnel Unit
112. Diane Mize and Stephen D Thomas
113. diane mize
114. Chris Hunt and Joy Stratton
115. It resolved its self
116. human resources in commerce & insurance
117. I just kept checking and I guess the system took care of it.
118. probably Edison
119. Don't know, I jsut received word from HR that there was an overpayment that had to be repaid.
120. Representative Davis.
121. Regina in HR
122. PAYROLL AND SELF

Employee Survey

- 123. Human Resources
- 124. eventually resolved itself
- 125. department's management services
- 126. They resolved themselves
- 127. DOHR and Edison staff have provided assistance on some issues. Issues with Benefits Administration are still outstanding and appropriate response is not received.
- 128. No one resolved my issues. I just had to wait for my money.
- 129. human resources
- 130. not sure of position, but works in area where travel claims processed
- 131. Elaine Driver
- 132. Time Admin
- 133. Human Resources
- 134. department human resource office
- 135. Human Resources staff
- 136. My issue was not resolved until tsea got involved. My human resource department worked with F & A. Patsy Bibb & her supervisor were able to have 1 payment of 682.00 issued to via paper check
- 137. don't rememeber
- 138. who knows - this was a problem that had to be fixed with the system from what i understand
- 139. Treasury Department
- 140. It showed up weeks later.
- 141. I do not know
- 142. Several Edison individuals and F&A Payroll
- 143. Shared Services
- 144. Time keeper
- 145. vickie taylor
- 146. Have no idea
- 147. Edison employees I gather
- 148. I have no idea.
- 149. Eric Basham
- 150. Internal HR
- 151. Unknown
- 152. A lady in our perosnnel department

Employee Survey

- 153. No one.
- 154. Flex Benefits Personnel
- 155. Flex Benefits Staff At Treasury
- 156. finally started working
- 157. Revenue Human Resources; Patsy Bibb and Connie Jarrett
- 158. Account Tech with DMRS in Central office
- 159. the next payday it was back to normal.
- 160. Human Resources Director
- 161. Don't know, it was an Edison programming problem.
- 162. who knows
- 163. Co-worker stress that Edison would resolve over a period of time with the help of management.
- 164. Do not know
- 165. F&A Comissioners Office
- 166. agency administrative staff
- 167. HR person
- 168. Our Executive Director
- 169. Edison Flex Team and Expense Teams
- 170. Dianne Phillips
- 171. edison programmers
- 172. timekeeper
- 173. Human Resources
- 174. I think Central Office HR
- 175. State Human Resources
- 176. In was in the Human Resource Dept. They may fall under one of the above.
- 177. Great West
- 178. Vikki Killian, William Haynes
- 179. Deb White
- 180. F&A/HRO staff assisted with resolution of over-payment.
- 181. Joan Oram
- 182. Edison - not sure who
- 183. It was corrected 4/30/09. Do not know who corrected.
- 184. The problem for all affected was corrected

Employee Survey

- 185. HR
- 186. human resources
- 187. Payroll
- 188. I'm not sure who resolved them. I began with my agency.
- 189. The Edison System finally put the information in.
- 190. Central Office HR Department
- 191. ETRO person.
- 192. I went through virtually everyone, including two assistant commissioners.
- 193. unknown - regular, same amounts of net payroll started again
- 194. Denise Bearden
- 195. It fixed itself.
- 196. I reported the issue to local office, then to the regional office, and they reported to Edison. I was then emailed that I would have to wait for the next time period.
- 197. Edison Super User
- 198. DO NOT KNOW
- 199. i don't know, the exceptions just disappeared
- 200. Waiting for a resolve through the legislature
- 201. Do not know who resolved the issue. Was told "they" are aware of it and working on it.
- 202. it was resolved by a conglomerate explanation
- 203. power user
- 204. as to time balances UNKNOWN
- 205. Vickie Taylor
- 206. Whatever Dept runs Flex Benefirs
- 207. unsure-got e-mail from HR that issue was resolved.
- 208. Unknown
- 209. Edison Super User
- 210. claim adjuster
- 211. Treasurer and Staff and Information Systems Staff Treasury
- 212. Flexible Benefit personnel
- 213. section HR person helped, but again, dont know if it is resolved
- 214. Mr. Gary Baker
- 215. Human Resources (Health)
- 216. system finally ran

Employee Survey

- 217. had to call edison people to get issue fixed
- 218. I don't know who resolved it.
- 219. Time keeper
- 220. HR power users
- 221. I am not sure the next pay period it was corrected.
- 222. Treasurer
- 223. P. Steinart?
- 224. Edison Help Desk did NOT help when I called them
- 225. Our HR department personnel
- 226. admisinstrative secretary or other secretary in office.
- 227. There was a notice on Edison after I was supposed to have received my pay for that period advising of the paper check being issued if direct deposit information was changed. I did not have my other issue resolved regarding the taxes on longevity pay.
- 228. Unknown
- 229. monique jackson
- 230. I don't know who was responsible.
- 231. Kathy Karnes
- 232. DOHR
- 233. The payroll managet in TDOT.
- 234. Kathleen Graves
- 235. State's insurance staff.
- 236. I contacted our timekeeper and she did what was necessary for the problem to be corrected
- 237. Renee Doyle
- 238. I really have no idea. One day it just showed up.
- 239. Have no idea
- 240. Susan Walker
- 241. My suuper user sent it to HR
- 242. Our tech group, our agency admin staff, and I'm sure someone at Edison but I don't know who all was involved on that end
- 243. Lesa Guy
- 244. Edison staff
- 245. Lori Bogaerts, Human Resources

Employee Survey

- 246. I don't know who resolved the issues. No one could give an answer when it would be fixed.
- 247. Dept, personnel
- 248. My healthcare provider
- 249. Just heard that was the way EDISON does it.
- 250. Karen Hudson
- 251. Secretary
- 252. I don't know, I was told by our time clerk that this was the way it was going to be.
- 253. No one resolved issue..Now it takes longer using Edison vs.old method
- 254. Superuser
- 255. several people had to work at it
- 256. Human Resouce Unit